

UPDATES ON OVH INITIATIVES

IMPROVING THE PATIENT EXPERIENCE: A NEW CITIZEN SUPPORT DESK!

As more and more patients are having virtual health visits with their health care providers, there's an increased need for support. Many patients have technical issues, so to enhance their experience and provide them with support, the OVH team worked with the IMITS Video Conferencing Services team to create the citizen support desk. Thanks to their hard work the service went from approval to launch in under a month!

Rolled out in early September, the service provides telephone support to patients using Zoom for their Virtual Health Visits. It includes help with installing or accessing the virtual health visit tool, setting up the camera and microphone, and testing the connection. The citizen support desk is planning to expand to include the InTouch platform as a support solution. For patients with limited English proficiency, interpreting services are also available thanks to Provincial Language Service.

The service is available to patients from PHSA, Providence Health Care, Island Health, Vancouver Coastal Health, Fraser Health, Doctors of BC, HealthLinkBC and Community Living BC. Read more in this [PHSA POD article](#) (accessible to readers connected to the PHSA network).

Patients using Zoom for their virtual health visits can call the citizen support desk Monday to Friday, 7 a.m. to 5 p.m.

“ I believe that in this age, technology shouldn't be a barrier, but our strongest link for bringing people together while maintaining their physical distancing.

- Sukhamrit Anand, technical support analyst with the citizen support desk



IN CASE YOU MISSED IT

The people of B.C. will have continued access to virtual health throughout the COVID-19 pandemic with support from Canada Health Infoway (Infoway), which is providing \$3.3 million to the province, to be split between Provincial Health Services Authority (PHSA) and the B.C. Ministry of Health. Read the [full announcement](#) on the Infoway website.

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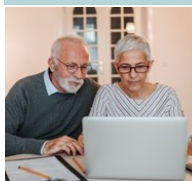
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ACTIVE VIRTUAL HEALTH DEMONSTRATION PROJECTS



ANYWHERE TO ANYWHERE

Think Research virtual health visits

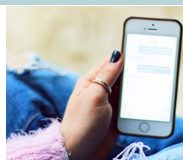
- 768 successful virtual health visits as of September 2020
- More than 300 patients registered with a success rate of 99% for virtual health visits

Video Remote Interpretation project (VRI):

- The use of VRI increased 88% from March to July due to COVID-19
- VRI has expanded in BC Cancer and BC Children's hospital. Given the positive feedback and ease of use, clinical programs such as BC Women's Hospital New Beginnings clinic and the BCCDC TB clinic have started to use VRI to see if it works well with their clinical setting.
- Read the [POD article](#) celebrating International Translation Day and the role that interpreters bring to VRI

InTouch virtual health visits: Will enable 1:1 and group visits for multiple patients and/or multiple providers

- Planning currently under way for a provincial instance
- New manager Tolu Olorunfoba joined the team on September 28 to support and lead the project
- The project team has expanded to ensure there is support for the ongoing and upcoming work



CLINICAL DIGITAL MESSAGING

Clinical Digital Messaging Initiative

- CDMI facilitates text message communication between clients and their care teams
- Project planning is under way with BCCDC and BCMHSUS clinics
- BCMHSUS Forensic Regional Community Clinics completed round 1 of User Acceptance Testing (UAT) on Oct 29



REMOTE PATIENT MONITORING

Diabetes in Pregnancy

- DiP Clinic went live October 22 with the OneTouch Reveal app to enable Bluetooth remote monitoring for gestational diabetes
- The soft-launch was very successful. All four new patients were enrolled in the platform on the first day of soft-launch, enrollment is ongoing with high uptake.
- Demonstration project with Orion RPM solution concluded on August 6; 130 patients completed the program with 33,979 health activities recorded, including 22,378 blood sugar readings

BC Cancer-Victoria

- Cancer patients at BC Cancer-Victoria receiving chemotherapy and radiation therapy for head and neck or lung cancer are now able to be monitored at home
- The demonstration project went live on October 6 and is on track with the first patient enrolled

FAQ

What is the role of the Office of Virtual Health?

The Office of Virtual Health leads and provides strategic direction and innovation for the overall virtual health initiative across PHSA.

Clinicians define the need for virtual health in collaboration with their patients and operational leaders, and set priorities for the program. The Office of virtual health then works directly with clinical teams; it defines and documents the requirements, and provides guidance and support to clinical programs as they integrate virtual health into their services.



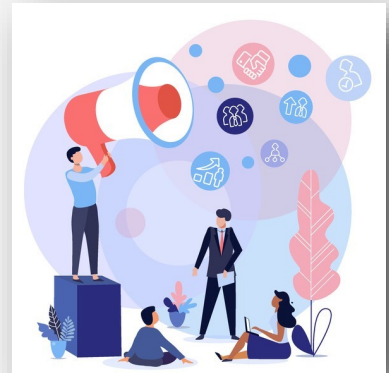
TEAM UPDATES

Due to COVID-19, demand for virtual health solutions grew significantly. In response, our team has grown to ensure we can continue to provide support to providers, patients and programs!

We're thrilled to announce that effective November 2, **Jamie Wlodarczak** is officially our new **director, Clinical Adoption and Integration** for the Office of Virtual Health!

We're also thrilled to welcome new team members as well as those who have been redeployed from other areas of PHSA:

- Ben Lee, senior leader, provincial education
- Jennifer Wahlstrom, specialist, virtual health
- Morenike Akinyemi, senior project manager (redeployed from Transformation Leadership Office)
- Regina Tam, senior clinical leader, virtual health
- Sunny (Nastaran) Vafi, senior clinical leader, virtual health
- Tolu Oloruntoba, project manager focusing on virtual health visits (transitioned from the Future Workspace Project)



DYK

In a recent CMA survey of Canadians about virtual health...

- 37% feel virtual health would positively impact the overall level of health of Canadians
- 45% think it would provide timely access to health care specialists
- 50% think it would positively impact health care costs

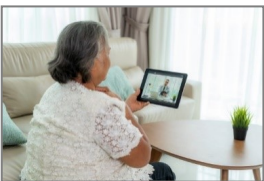
Read the full survey [as a pdf](#) on the Canadian Medical Association website.

VIRTUAL HEALTH GOOD NEWS STORIES



BC Women's Complex Chronic Disease Program converts all visits to virtual health with an overwhelmingly positive and appreciative response.

Read the [full story](#).



The BC Centre for Disease Control COVID-19 Surge Office collaborated with the Office of Virtual Health, IMITS and regional health authorities to rapidly deploy a technical solution for managing clients during the COVID-19 pandemic.

Read the [full story](#).



Staff working with youth in BC Children's Hospital's mental health programs quickly pivoted to provide virtual health during COVID-19, and found it eased the burden of specialized mental health services across B.C. and the Yukon.

Read the [full story](#).

Do you have a good news story about virtual health? Let us know! officeofvirtualhealth@phsa.ca